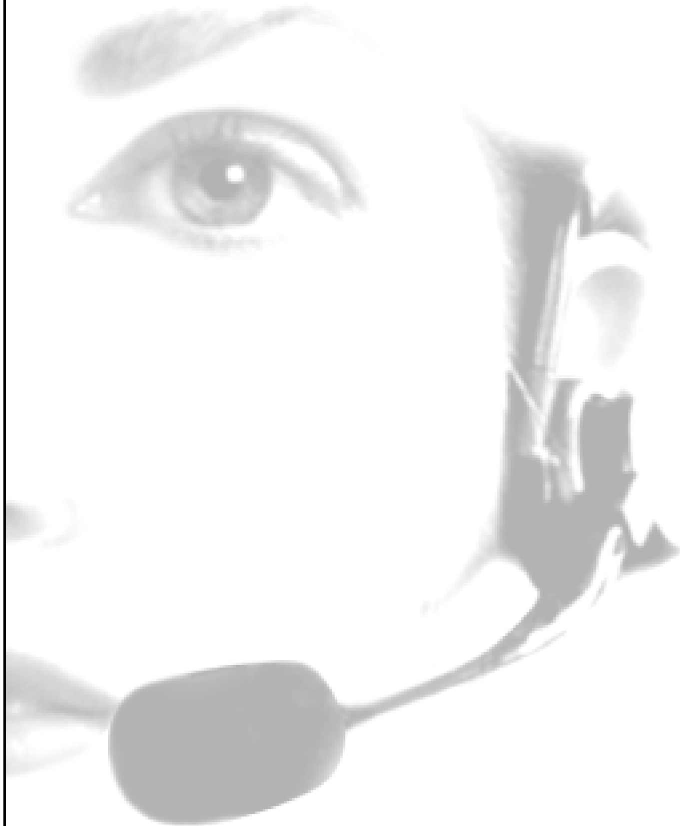
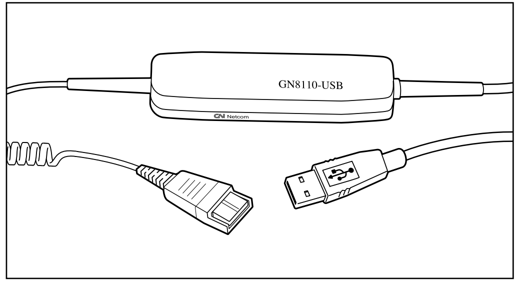


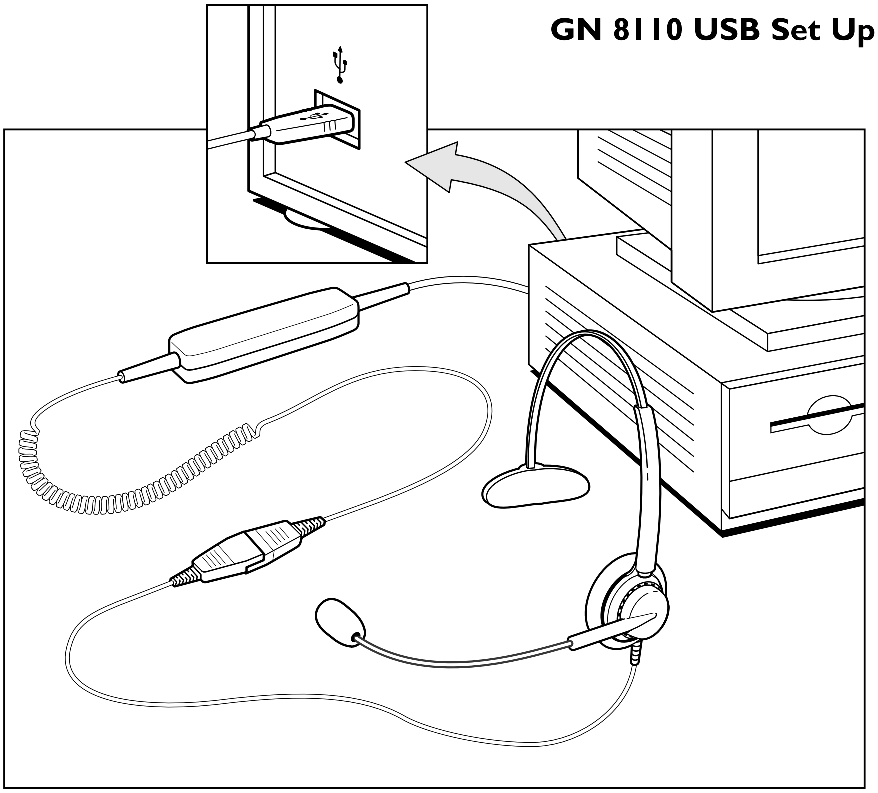


GN 8110 USB

User Guide

GN Netcom

GN 8110 USB Set Up



System Requirements

The GN8110-USB requires the following operating systems:
• Windows 98 SE (Second Edition)
• Windows 2000
• Windows ME (Millennium Edition)
• Macintosh OS 9.0.4 or greater.
You must have an available USB port. The GN8110-USB does not work with earlier releases of these operating systems.

For the latest information on compatibility and use of this product, go to the GN Netcom USB informational site at **www.gnnetcom.com/usb**.

General

For Windows ME or Macintosh OS 9.0.4: You do not need to install any software. Simply plug the USB connector into any USB port on the computer.

For Windows 98 SE and Windows 2000: To use the GN8110-USB the first time, you need to install the USB drivers necessary for the computer to recognize the device.

Connect the GN 8110 USB to your Computer - Windows 98 SE and 2000

Turn on your computer and let it complete the boot-up process. Make sure that you are not running any applications.

Plug the USB connector from the GN8110-USB into any available USB port on the computer. Your headset does not need to be plugged in at this time. The first time Windows detects that the device is connected, it recognizes that there is new hardware required and automatically launches the **Add New Hardware Wizard**.

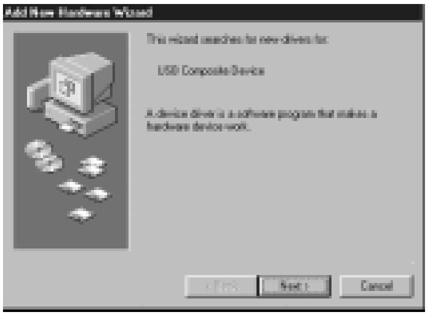
The **Add New Hardware Wizard** will launch three (3) times, installing the following drivers:

• USB Composite Device (INF\USB\INF)
• USB Human Interface Device (INF\HIDDEV.INF)
• USB Audio Device (INF\WDMA_USB.INF)

These drivers are typically pre-loaded in Windows. No additional software is needed. If you upgraded your system to Windows 98 SE or Windows ME, you may need to use the upgrade disk during this installation.

Add New Hardware Wizard - USB Composite Device

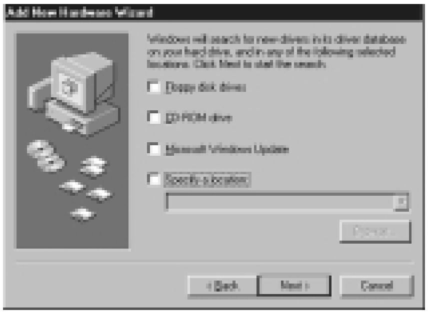
1. The **Add New Hardware Wizard** indicates that it has found the new USB Composite Device. Click ***Next***.



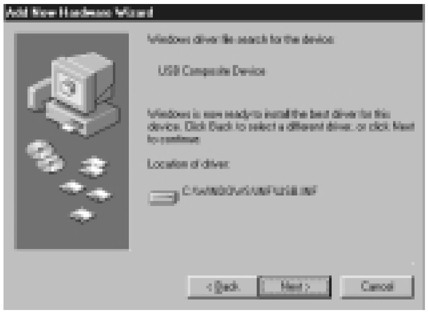
2. The Wizard prompts you to search for the best driver for your device or select the driver you want from a displayed list. Select ***Search for the best driver for your device***. Click ***Next***.



3. Windows now searches for new drivers in a specific location. Uncheck all the boxes. Click ***Next***.



4. The Wizard indicates that it is ready to install the best driver for this device. Click ***Next*** to install the driver.



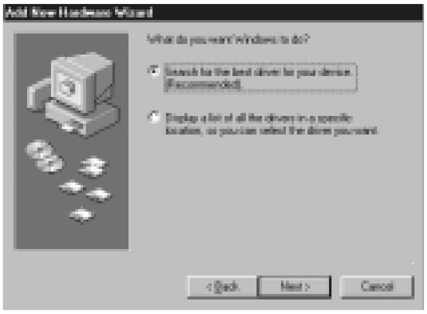
5. Click ***Finish*** when the Wizard is complete.

Add New Hardware Wizard - Human Interface Device

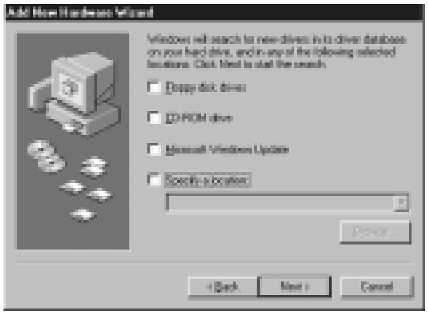
6. Next, the Wizard automatically installs the USB Human Interface Device. The **Add New Hardware Wizard** indicates that it has found the USB Human Interface Device. Click ***Next***.



7. The Wizard prompts you to search for the best driver for your device or select the driver you want from a displayed list. Select ***Search for the best driver for your device***. Click ***Next***.



8. Windows now searches for new drivers in a specific location. Uncheck all the boxes. Click ***Next***.



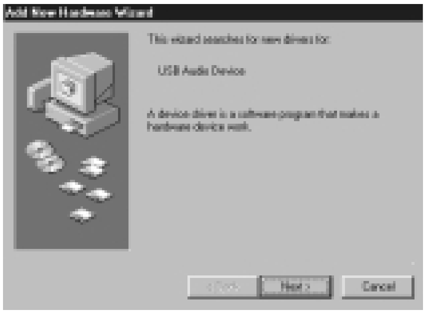
9. The Wizard indicates that it is ready to install the best driver for this device. Click ***Next*** to install the driver.



10. Click ***Finish*** when the Wizard is complete.

Add New Hardware Wizard - USB Audio Device

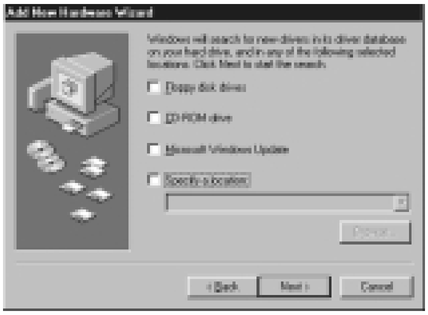
11. Next, the Wizard automatically installs the USB Audio Device. The **Add New Hardware Wizard** indicates that it has found the USB Audio Device. Click ***Next***.



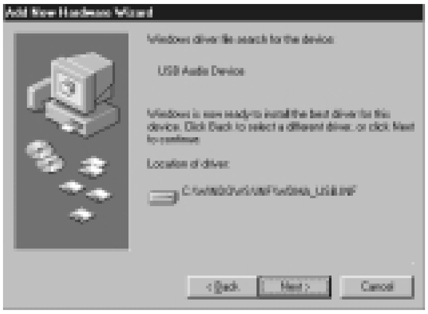
12. The Wizard prompts you to search for the best driver for your device or select the driver you want from a list. Select ***Search for the best driver for your device***. Click ***Next***.



13. Windows searches for new drivers in a specific location. Uncheck all the boxes. Click ***Next***.



14. The Wizard indicates that it is ready to install the best driver for this device. Click ***Next*** to install the driver.



15. Click ***Finish*** when the Wizard is complete.

If the Wizard Cannot Locate the Driver

16. If the **Add New Hardware Wizard** cannot locate the driver, insert your Windows Operating System CD-ROM into the CD-ROM drive. Once inserted, press ***Back***, and check the box for your CD-ROM drive (usually D). Click ***Next***. Click ***Finish*** when the Wizard is complete.

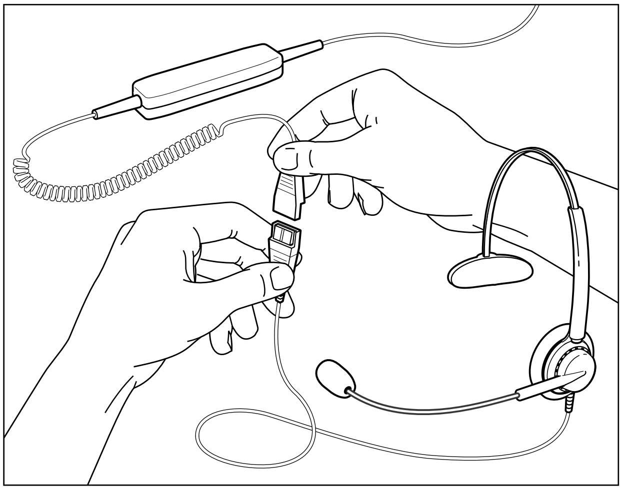
If the Wizard still does not locate the driver, go to the GN Netcom website at **www.gnnetcom.com/usb** or contact GN Netcom customer service at **1-800-826-4656** for help and additional information.

Note: Do not unplug the USB connector from the computer while an application that uses USB audio is running. This could cause a system crash.

Headsets

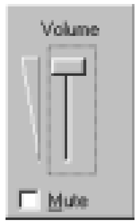
The GN8110-USB is designed to work with GN Netcom professional headsets equipped with a Quick Disconnect (QD) which mates to the Quick Disconnect jack on the device. Disconnecting at the Quick Disconnect allows you to walk away from your computer without removing your headset.

Before using your headset, join the Quick Disconnect to the mating connector on the GN8110-USB as shown.



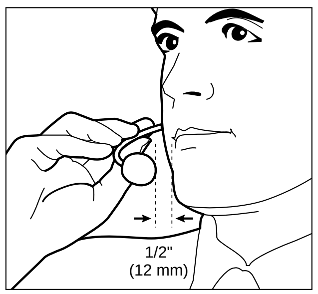
Testing

17. To test that the speaker volume in your headset is working and set at a comfortable level, click once on the speaker icon in the system tray. Click on the volume adjustment slider for a system sound. Adjust the volume to a level that is comfortable for you. The **Multimedia Properties** window allows you to make advanced adjustments; go to the **Volume Controls** section of this manual.



18. To test the microphone, use the sound recording utility that comes with Windows. Go to **Start/Programs/Accessories/Entertainment/Sound Recorder**.

19. Position the microphone approximately one finger width away from your lower lip.



20. Click the red ***Record*** button and record a voice file. Click the ***Stop*** button when you are done. Replay the file by clicking the ***Play*** button. If you hear your voice, recording is successful and the microphone is working properly.



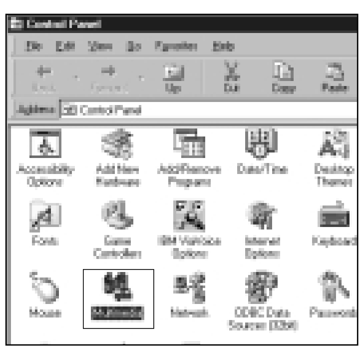
Play Stop Record

If you cannot hear your voice, go to the **Frequently Asked Questions** section of this manual.

Warning! Although GN Netcom professional headsets have built-in hearing protection, computers are capable of generating extremely loud sound bursts such as modem connections. Always check the volume level before putting on the headset.

Volume Controls

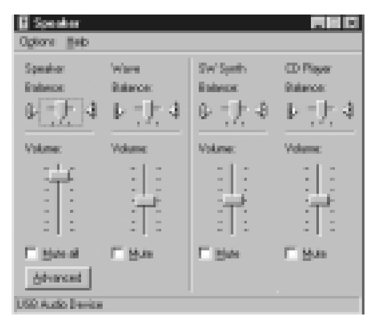
21. The volume for both the speaker and microphone are controlled by software. Go to **Start/Settings/Control Panel** to access the **Control Panel** window. Double click on the ***Multimedia*** icon to bring up the **Multimedia Properties** window.



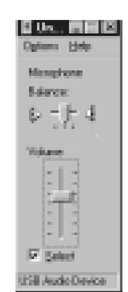
22. The **Audio** tab in the **Multimedia Properties** window lets you adjust the ***Playback*** or speaker levels and the ***Recording*** or microphone levels.



23. Click the ***Playback*** button in the **Audio** tab to open the **Speaker** window. These controls allow you to adjust the volume output level for different sources independently. Most levels are adjusted by the ***Speaker*** or ***Wave*** sliders.



24. Click the ***Recording*** button in the **Audio** tab to open the **Microphone** window. Adjust the ***Volume*** sliders to the desired levels.



Note: These controls adjust the volumes, however, many other applications contain their own volume controls as well. These independent applications may override the Windows controls and work independent of the GN8110-USB sound controls. Consult your software owners manual if you have any questions.

Special Features

The GN8110-USB has several unique features to deliver superior audio quality. These include:

• Echo cancelation eliminates the distracting repeat effect common to Voice over IP applications (VoIP).

• Side tone allows you to hear your own voice in the headset speaker. It is part of regular telephone calls, but is not typically a part of Internet/PC-based telephony.

• SmoothStream™ audio correction improves the sound of IP telephony calls by reducing the clicks and pops from lost bits and dropped packets.

These features are preset at the factory to be active. If you need to disable these features, special software is available to help you do so. Contact GN Netcom customer support at **1-800-826-4656** or visit the GN Netcom USB informational site at **www.gnnetcom.com/usb**.

Frequently Asked Questions

I plugged the GN8110-USB in but the sound is still coming through the sound card.

- Go to **Start/Settings/Control Panel**. Double click on the ***Multimedia*** icon to bring up the **Multimedia Properties** window. Click on the **Audio** tab. Under ***Playback*** and ***Recording***, choose the ***USB Audio device*** as the preferred device. Select the ***Use only preferred devices*** box. Click ***OK***.

Why can't I listen to my RealAudio files with the GN8110-USB?

- USB audio devices do not always work with RealAudio players. This is due to the RealAudio software design. You can listen to various digital audio files such as MP3 and Wave, through the USB using Microsoft's MPlayer and other players.

Why can't I listen to my music CDs through the GN8110-USB?

- Standard PC CD players do not support USB audio without additional software. Go to the GN Netcom USB website at **www.gnnetcom.com/usb** for an update on the availability of this software.

Why can't I hear my voice when I record a voice file in the Sound Recorder?

- Check that your speaker volume is set properly. Go to **Start/Settings/Control Panel**. Double click on the ***Multimedia*** icon to bring up the **Multimedia Properties** window. Click on the **Audio** tab. Click the ***Playback*** button to open the **Speaker** window. Be sure that the ***Speaker Volume*** slider is set at least to the middle and the ***Mute all*** box is not selected.
- Check that your microphone volume is set properly. Go to **Start/Settings/Control Panel/Multimedia Properties/Audio/Recording** to open the **Microphone** window. Be sure that the ***Microphone Volume*** slider is set at least to the middle of the control.
- Record a new voice file. Replay the file. If you can hear your voice, recording is successful and the microphone is working properly. If you still cannot hear your voice, contact GN Netcom customer service at **1-800-826-4656**.

Cautionary Notes to Computer Users

When using any headset with a computer, care should be taken in dry or low humidity environments to protect the user from electrostatic discharge from the monitor (CRT). Computer monitors can induce a substantial electrostatic charge when turned on or off, or when there is a power failure, and the resulting electrostatic discharge can be passed through the headset to ground.

A user in close proximity to or touching the computer may feel a common "shock" sensation, similar to touching a doorknob after walking across a carpet, causing no harm to the user. This discharge is entirely due to the computer monitor; the headset is merely the shortest path to ground.

To minimize the possibility of electrostatic discharge through the headset, you can:

- Use a grounded screen in front of the monitor.
- Use static dissipative wrist straps.
- Increase the relative humidity in the room to 60% or more.
- Install static dissipative carpets or floor coverings (anti-static sprays can be helpful).
- Remove the headset before turning the computer on or off.

GN Netcom, Inc. headsets meet all OSHA, UL, FCC and CS standards.

Safety Instructions

- Never try to dismantle the product yourself. None of the internal components can be repaired by users.
- Do not expose the product to rain or other liquids.

FCC Notice to Users

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC Notice to Users

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numerique de la classe B est conforme a la norme NMB-003 du Canada.

To Obtain Service

For customer service and technical support, call GN Netcom, Inc. at 1-800-826-4656.

If it becomes necessary to send a unit in for repair, it is not necessary to call for a Return Material Authorization (RMA) number, as one will be assigned upon receipt of the package at the factory.

Ship the product in a suitable shipping container, fully insured and with the shipping charges prepaid. Include the following with the product:

- Your name, company name, address and telephone number.
- A description of the problem.
- A copy of the receipt or other proof of purchase (without proof of purchase, your warranty will be defined as beginning on the date of manufacture as labeled on the product).

  Or, for out of warranty products:
- A purchase order which authorizes repair.

In warranty products are warranted for one year from the repair date or for the remainder of the original warranty period, whichever is longer. Out of warranty products will be repaired or replaced at the prevailing charge and carry a one year warranty from repair date.

GN Netcom, Inc. will not assume any responsibility for any loss or damage incurred in shipping. Any repair work on GN Netcom, Inc. products by unauthorized third parties voids any existing GN Netcom, Inc. warranty.

Ship To:
GN Netcom, Inc.
77 Northeastern Boulevard
Nashua, NH 03062
1-800-826-4656

Warranty

GN Netcom, Inc. warrants this product against all defects in material and workmanship for a period of two years from the date of original purchase. The conditions of this warranty and our responsibilities under this warranty are as follows:

- The warranty is limited to the original purchaser.
- The warranty is void if the serial number, date code label or product label is removed, or if the product has been subject to physical abuse, improper installation, modification, or repair by unauthorized third parties.
- The responsibility of GN Netcom, Inc. under this warranty shall be limited to the repair or replacement of the product at the sole discretion of GN Netcom, Inc.
- Any implied warranty on GN Netcom, Inc. products is limited to two years from the date of purchase on all parts, including the cords and connectors. Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, ear tips, decorative finishes, batteries, and other accessories. GN Netcom, Inc. is not liable for any incidental or consequential damages arising from the use or misuse of any GN Netcom, Inc. product.
- A copy of your receipt or other proof of purchase is required. Without proof of purchase, your warranty is defined as beginning on the date of manufacture as labeled on the product.
- This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Unless otherwise instructed in the User Guide, the user may not, under any circumstances, attempt any service, adjustments or repairs on this unit, whether in or out of warranty. It must be returned to the factory or authorized service agency for all such work.

GN Netcom

77 Northeastern Blvd. • Nashua, NH 03062 USA
1-800-826-4656 • www.gnnetcom.com

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